



# NORFOLK

*Department of Recreation, Parks & Open Space*

## Fee-Based Course Registration Policies & Procedures

### Program Participation:

*Note:* The term “course” may be used below to generically refer to classes, workshops, clinics, camps, programs, etc.

- **Special Needs:** The City of Norfolk Department of Recreation, Parks & Open Space (RPOS) is fully committed to compliance with provisions of the Americans with Disabilities Act. For inquiries concerning program and disability accommodation, contact the Therapeutic Recreation Center at (757) 441-1764.
- **Resident/Non-resident:** Most RPOS programs are open to City of Norfolk residents as well as non-residents. However, City of Norfolk residents are given a priority period of registration ahead of non-residents. See **Non-Resident Registration** for more information.
- **Ages/Grades:** Participants must be the correct age or grade for the course in which they are enrolled. Age and/or grade requirements for each course are included in the course description.
- **Must Be Registered:** Only registered students are allowed in the classroom or program instructional area. Unregistered children may not be present or participate in any classes (including children in car seats, carriers, strollers, etc.). Unattended children are not allowed in facilities unless they meet the age requirements for independent facility use, possess a valid Facility Use I.D. Card, and the facility offers open recreation programs. Parents and siblings are not permitted in the classroom or program instructional area, unless they are registered in a parent/child class. Parents and siblings may watch any class through the viewing glass, where available, or from a designated observation point, but must not create a distraction to the class. Unless otherwise indicated, registration for parent/child classes is for one parent and one child.
- **Arrival and Departure:**
  - Be on time for the start of a course. Try to arrive about five (5) minutes prior to the course start time. Leave the classroom promptly when the course ends. Late arrival and late departure are disruptive to the course instruction. Courses are usually scheduled back-to-back, so be sensitive to the instructor's need to prepare immediately for the incoming class participants or to commute to another course location.
  - For the safety of your child (or dependent), arrive no later than five (5) minutes prior to the end of class to pick them up. The instructor cannot be responsible for your child's care after the end of class.
- **Audio/Visual:** If you wish to bring cameras or recording equipment, discuss it with the course instructor at the site. Understand that it may not be possible to accommodate your request.

### How to Register:

- Only in-person registration is accepted. Mail, phone, fax, e-mail and any other method of registration will not be accepted. To learn where to register, see registration location chart in the *Good Times* magazine.
- Courses are filled on a first-come, first-served basis. Some courses are subject to a Lottery Registration Process prior to open registration. See **Lottery Registration** for more information.
- Completed registration form(s) and full payment are required at registration.
- A separate registration form and waiver is required for each person being registered. Additional forms are available in the *Good Times* magazine (back inside cover) or online at [www.norfolk.gov/rpos](http://www.norfolk.gov/rpos).

### Payment:

- Payment is accepted by check or money order made payable to **Norfolk City Treasurer**. Up to \$10 cash may be accepted per transaction. Post-dated, starter or counter checks not accepted. Name and address must be pre-printed on check. A current state or military-issued photo I.D. is required when making payment with a check or money order.
- VISA® and MasterCard® are accepted at limited locations at this time. Plans are being made for credit card transactions to be accepted at all registration locations in the future.
- A \$35 service fee is charged for each returned check. Checks returned due to non-sufficient funds nullify all your City of Norfolk Department of Recreation, Parks & Open Space privileges. You and/or members of your household account will not be permitted to participate in any programs, activities or utilize facilities until full payment is received to cover the full amount of the check and service fee. Payment can be made in the forms indicated above with the exception of personal check. Personal checks will not be accepted for a three (3) year period.

### Lottery Registration

The Norfolk Department of Recreation, Parks & Open Space (RPOS) has determined that the best way to ensure a fair system of registration for certain courses and programs is with a lottery. The lottery registration process is designed to eliminate overnight and/or early morning formation of lines. It also allows for equal opportunity to all individuals, as many people may not be able to compete for a position in early-forming lines due to health issues, family situations, work schedules, etc.

**Eligibility:** Lottery registration is for City of Norfolk residents only. Non-resident registration begins on a later date and is on a space-available basis. See **Non-Resident Registration** for details.

**When to Arrive:** Arrive no earlier than 30 minutes prior to the registration start time. Arriving any earlier does not increase your chances of winning the registration lottery. *Anyone on RPOS property before dawn and/or after dusk or during facility closing hours is in violation of trespassing and could be subject to arrest.*

**Process:** Lottery tickets will be distributed during the first 30 minutes of the registration process. Tickets will not be handed out after this time. Lottery ticket holders will wait in a designated area until their number is called. Anyone arriving after ticket distribution will

not receive a ticket and cannot participate in the lottery. These individuals must wait in a designated area and will be served in order of arrival after the last lottery ticket holder's registration has been completed. For courses or programs that do not fill to capacity, registration will be accepted on a space-available basis until the published registration deadlines (see course descriptions in *Good Times* magazine for dates) or until all spaces are filled, whichever comes first.

**Tickets:** Only one lottery ticket per family per household will be issued. Professional support organizations and individuals who represent multiple clients with disabilities will be issued one ticket per participant. *If it is discovered that anyone is collecting additional tickets by any means, all registrations by that person will be refused and voided from the lottery process.* Receiving a lottery number *does not* guarantee enrollment for a particular course or program. You are not obligated to enroll in any course or program if you receive a lottery number.

**Cost:** There is no fee to enter the lottery. However, payment for courses and programs is due with registration. All other registration policies apply.

### **Non-Resident Registration**

RPOS is committed to serving the needs of its residents. In order to allow ample opportunity for residents to register for activities, priority is given to residents ahead of non-residents. Non-resident registration for all programs begins seven (7) days after the resident registration start date.

### **Deadlines & Late Registration:**

- Registration deadlines have been set for each course and are listed in the individual course description. If, on the "Reg by" date, enrollment is below the required minimum, the course is subject to cancellation. Prompt registration can make the difference. Register early!
- If enrollment meets the required minimum by the "Reg by" date, late registration will be accepted on a space-available basis. A \$5 late registration fee will apply. No registration will be accepted after the course begins.
- If the course you desire is full, you may request to be placed on a waiting list. If so, payment will not be collected until you are notified that space has become available. Payment and all required registration forms must be received the following business day by 5:00 p.m. or prior to the course start time (whichever comes first), or you forfeit the space to the next individual on the waiting list. Being put on a waiting list does not obligate you to register. Anyone being moved from a waiting list into active registration status after a course deadline will not be charged a late registration fee.

### **Cancellations or Missed Classes:**

- By Participant:
  - If a participant cancels their registration prior to the registration deadline or withdraws from a course after it starts, refund eligibility is conditional. See **Refund Requests** for more information.
  - If a participant misses a class, every effort will be made to accommodate a make-up of equal cost and skill-set; however no make-up sessions are guaranteed. Please contact course instructor to arrange a make-up session.

- By RPOS:
  - If a course is cancelled by RPOS due to insufficient enrollment or any other reason, a full refund will be issued. Every effort will be made to notify you regarding the cancellation at least five (5) days prior to the scheduled course starting date. It is advisable not to purchase supplies, equipment or dress gear until you have confirmed that the course will be held.
  - If the course location, date and/or time must be changed by RPOS and a participant must withdraw their registration due to the change(s), a refund will be issued.
  - Class sessions may occasionally be cancelled due to instructor illness, facility closures or other unexpected problems. Every attempt will be made to contact participants if time permits. Make certain that you maintain current contact information with the course instructor and the registration office. If a class is cancelled, a make-up will be rescheduled by extending the dates or hours of the course, if the schedule permits. Every effort will be made to schedule a make-up on the same day and time that the class normally meets.

### **Refund Requests:**

- How to Request a Refund:
  - Refund requests must be made in writing using a *Course Refund Request Form* available at any registration location or online at [www.norfolk.gov/rpos](http://www.norfolk.gov/rpos).
  - Submit completed *Course Refund Request Form* to the office location where registration was held.
- Refund Guidelines:
  - Refund requests received by the course registration deadline will be honored in full.
  - Refund requests received after the course registration deadline will not be eligible for a refund.
  - Any supply fees, trip fees, deposits, registration fees, etc associated with the course, in addition to the regular course fee, that were noted as non-refundable after the course registration deadline will not be refunded.
  - Accounts will not be issued a credit in lieu of a refund.
  - In the event a participant or their dependent becomes ill or injured so as to inhibit their ability to participate in or requires them to discontinue participation in a course, a refund may be granted. A completed *Course Refund Request Form* along with a signed statement from the attending physician is required prior to the last day the course meets to be eligible for a refund. The refund will be prorated for classes that were attended.
  - In the event a participant fails eligibility testing required for participation in a course and/or an instructor determines that a participant does not possess the necessary skills to participate in a course, the participant has the option to be moved to a more appropriate course level (if available and as space allows) or to receive a full refund.
  - In the event a patron believes they are entitled to a full refund due to extenuating circumstances not covered in the guidelines, they must submit a

completed *Course Refund Request Form*, as indicated above, citing the reason for a full refund. Approval of the Director of RPOS is required for any refund request that does not meet the listed guidelines.

- Refund requests will be not considered if received after the last scheduled date of a course.
- Refund Payment Method:
  - Credit card transactions will be credited to the original card used, if refund request occurs on the same day of the initial transaction. Otherwise, refund payment will be made by check.
  - Refund checks are sent by mail to the address listed on the *Course Refund Request Form*.
  - Refund checks for cash, money orders and/or credit card transactions should be received within three (3) to four (4) weeks.
  - When paying by personal check, there is a minimum 30-day waiting period for the check to clear before a refund check can be processed. Allow an additional three (3) to four (4) weeks to receive refund check.

Norfolk Department of Recreation, Parks & Open Space

COURSE REFUND REQUEST FORM

Use this form to request a refund of recreation course fees. Please CLEARLY PRINT all information, except where signature is requested. Submission of this form does not guarantee a refund unless request meets the conditions of the refund policies.

SUBMIT COMPLETED REFUND REQUEST FORM TO OFFICE LOCATION WHERE REGISTRATION WAS HELD.

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Participant's Name: \_\_\_\_\_  
(First) (Last)

Name of Purchaser (if different from participant): \_\_\_\_\_  
(First) (Last)

Street Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone Numbers: Day (\_\_\_\_) \_\_\_\_\_ Evening (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

COURSE NAME	LOCATION	ACTIVITY #	DAY(S) COURSE MEETS

START DATE/END DATE	TIME	REGISTRATION DEADLINE	TOTAL FEE

Refund amount requested: \$ \_\_\_\_\_

(Refund checks will be made payable to original purchaser only. Refund amounts requested that are not in accordance with policy guidelines will require Director approval.)

State Reason for Refund Request (check applicable statement):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

( \_\_\_\_ Check here if additional explanation and/or supplemental information is attached.)

Refund will be returned in the form of a check. If mailing address is different from residential address listed in participant information, please provide mailing address:

Mailing Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

My signature indicates that I have read and understand the policies on the back of this form and certify that all information provided above is correct.

Name of Requester (print clearly): \_\_\_\_\_  
(First) (Last)

Signature of Requester: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Office Use Only:

Received by (print clearly): \_\_\_\_\_  
(First) (Last)

Signature: \_\_\_\_\_ Time: \_\_\_\_\_ AM PM Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
(Circle)